

**Department of Information Services
CUSTOMER ADVISORY BOARD
March 25, 2002
Meeting Minutes**

Attending:

Brian Backus, Administrative Office of the Courts
Thomas Bynum, Employment Security Division
John Charles, Department of Retirement Systems
DC Grant, Liquor Control Board
Phil Grigg, Department of General Administration
Dennis Jones, Office of Financial Management
Marla Kentfield, Office of the State Treasurer
Gary Maciejewski, Washington State Department of Agriculture
Gerry McDougall, Department of Licensing
Bob Monn, Department of Ecology
Cathy Munson, Legislative Service Center
Tom Neitzel, Health Care Authority
Wolfgang Opitz, Office of Financial Management
Dan Parsons, Washington State Patrol
Herb Potter, City of Olympia
Christy Ridout, Department of Social & Health Services
Ron Seymour, Department of Financial Institutions
Susie Smith, State Auditor
Doug Tanabe, Department of Personnel
Shelagh Taylor, Labor & Industries
Larry Weber, State Printer
Marilyn Tucker, Health Care Authority
Don Kelly, City of Olympia

DIS Staff:

Joyce Turner, Acting Deputy Director
Lourdes Collins, Management & Oversight of Strategic Technologies
Garth Cowan, Enterprise Business Solutions
Stan Ditterline, Management & Oversight of Strategic Technologies
Mary Lou Griffith, Management & Oversight of Strategic Technologies
Dave Kirk, Digital Government Applications Academy
Trina Knight, Management & Oversight of Strategic Technologies
Glen Tapanila, Digital Government Applications Academy
David Koch, Management & Oversight of Strategic Technologies
Andy Marcellia, Management & Oversight of Strategic Technologies
Mike McVicker, Telecommunications Services Division
Laura Parma, Interactive Technologies
Tom Parma, Management & Oversight of Strategic Technologies
Ellen Langley, Office of the Director
Kay Metsker, Computer Services Division
Becci Riley, Computer Services Division

Welcome and Introductions:

Thomas Bynum, Customer Advisory Board Chair, called the meeting to order at 1:32 p.m. He opened with a correction on the Agenda. John Charles, from the Department

of Retirement Systems was scheduled to make a presentation at 2:00. Thomas also welcomed DC Grant from the Liquor Control Board (LCB) as a new CAB member.

State Budget – Wolfgang Opitz, Office of Financial Management (OFM), announced that the legislature finished in 60 days. He reported that the budget was difficult this year because the state is taking in less money this biennium as a result of last year's budget. Cuts in the current biennium will reduce spending by about \$1.3 billion in the 2003-05 budget cycle. Reductions in human services, general government and natural resource funding, and educational funds amount to \$685 million saved. The backfill funding for Initiative-695 ends for all local governments except for those hardest hit, and will save the state \$59 million. Washington state will bond a portion of its tobacco settlement proceeds to raise \$450 million. By adding a multi-state lottery game, closing sales-tax loopholes for shipments from out of state, and increasing enforcement on state tax collection \$90 million will be raised. Selected fund-balance transfer will provide and additional \$52 million. The state reserve funds will be reduced by \$111 million, resulting in a reserve account balance of \$273.4 million.

He announced that the operating budget is completed but not yet signed, and that the capital budget has already passed and is going forward

There is a transportation revenue and bond package going before the voters in November, and a new Narrows Bridge has been approved for construction over the next 6-7 years. The hiring and travel freeze will continue.

Regarding procedure for IT projects in 2003-2005, there is a \$1 billion shortfall. Cross-agency and enterprise-wide projects will be looked at for priority. The ISB core system subgroup will look at ideas and options to determine what changes need to be made.

Governing for the New Millennium:

John Charles, Director, Department of Retirement Systems (DRS), introduced the Governing for the New Millennium program. The objective is to increase efficiency, and customer responsiveness in agencies. The program is currently in the project assessment phase. It will promote communications, quality control, and more cross-agency activity. He stated that there is a need to change how the government operates which may result in a change of the infrastructure. The program will be consistent with the mission of the state government. There will be more emphasis on the balanced scorecard and results-oriented management. Historically, the state has not been good at communicating successes to the public. Governing for the New Millennium will help build a stronger communication plan and will provide a business based analysis up front.

Subcommittee Reports:

Infrastructure – Phil Grigg, General Administration (GA), presented the status of the Windows 2000 Server Project. Department of Social and Health service (DSHS) is currently in the Production forest. GA and Employment Security Department (ESD) are in the Pre-Production forest. Department of Transportation (DOT), Department of Financial Institutions (DFI) and Small Agency Server (SSV) have petitioned to join. Meanwhile the Application Developer's Group is working on the schema definitions for the active directory. Netdesk and DIS have conducted training sessions on Windows 2000 and the statewide forest.

The Exchange 2000 project is now 44% complete and a "quickstart" document has been developed to get agencies moving as quickly as possible. There are some issues surrounding the equipment purchase freeze, which may impact the schedule. Please call John Ditto at (36) 902-0349 if you have any questions.

The Single Sign-On group has presented its conceptual framework and a meeting has been planned for detailed planning of the project.

Phil introduced Paul Piper, Department of Information Services (DIS), to address the CAB with a request to upgrade the state's standard for HTML from version 4.0 to 4.1. Thomas Bynum (ESD) proposed to adopt the upgrade. If there are questions or concerns regarding this upgrade, members are instructed to email Thomas and let him know. If he hasn't received any objections by Friday, he will authorize CAB approval. The list of revisions can be found at: The list of HTML 4.01 revisions is available online at: <http://www.w3.org/TR/html4/appendix/changes.html#19991224>

Phil also announced that the contract for The Ultimate Purchasing System (TUPS) will not be continued. Although the state's current financial situation did impact this decision, it was found that technical issues precluded an easy-to-use system. It was also found that TUPS did not save as much time with purchasing transactions as expected. GA plans to use this information in future efforts to improve purchasing for customers and suppliers.

The next CAB Infrastructure subcommittee meeting is scheduled for April 10, 2002 in the GA Building Conference Room 303A at 3:30pm

State and Local Government – Dan Parsons, Washington State Patrol (WSP), stated that currently the state and local committees are trying to encourage local agencies to utilize the state standards and policies.

Human Resources – Doug Tanabe, Department of Personnel (DOP), said there was nothing new to report.

Content Management:

Garth Cowan, DIS, presented the purpose of the Content Management Project. The Content Management (CM) Tools will provide more discipline on the creation of web pages and will separate content from presentation. CM will provide templates to control the look and feel of a website and will make web pages more consistent. It will also allow a better workflow and change control processes. This will speed up content approval and improve quality assurance. CM tools will provide a repository for collaboration and content re-use. An audit trail will be provided to make it easier to refer back to a previous version of a web page and will keep several versions of a web page available for later reference. CM tools can manage up to 200 users and will work with other Windows platforms.

DIS conducted an acquisition and has selected Interwoven as the apparent successful vendor. DIS plans to offer a Master Contract so agencies may purchase Interwoven content management products.

In the next few months CM tools will integrate with Access WA as part of a pilot program. This will test content management and will effect the decision to proceed with implementation.

Secure File Transfer:

Mike McVicker, DIS, is going before the OFM and will give us a report next meeting.

Legislative Update:

Ellen Langley, DIS, updated members with a legislative wrap-up. Public Disclosure Bill SSB 6439 has been delivered to the Governor for signature. This bill adds to the number and type of state government documents exempted from public

disclosure laws, including some specific computing security documentation. DIS supported this bill.

A number of electronic document filing bills, SHB 2301, HB 2313, SHB 1501, and SB6321 are all bills that allow electronic filing of certain documents that businesses, corporations, and charities must file with the Secretary of State. The legislation does not detail the specific kinds of technologies that will be used to conduct the electronic filing. DIS will be contacting the Secretary of State's office to discuss technology options being considered as part of rule making.

Appropriations totaling \$200,000 were granted in the operating budget bill and the transportation bill to DNR, WSP, and DOT to build a geographic information system database of existing communications and radio towers statewide. Rep. Glenn Anderson requested information from DIS and the other agencies in building this budget request. DIS may play a coordination role in this project.

SB 6226 adopting the Uniform Computer Information Transaction Act (UCITA) in Washington did not progress during this session.

The technology project bill that would have changed ISB funding methods (HB2761), did not progress out of committee this session. DIS will be communicating with members of the House Technology, Telecommunications & Energy committee, legislators who serve on the Information Services Board, and other legislators about existing policies and practices for oversight, and tools like Portfolio Management and the new core systems decision-making framework.

Core System Update:

Dave Kirk, DIS, announced that the Core System Framework has been adopted and version 1.0 presently exists and operates as a fully interactive PowerPoint file. It can be found at <http://www.wa.gov/dis/academy/ISBCoreSystems/core.ppt>. A complete HTML version is under development and is targeted for completion near the end of April.

New Business:

Joyce Turner, DIS, announced that Digital State Survey questions should be released today. The topics are digital democracy, electronic commerce and business regulation. They are due April 26th, so she asked agencies to return answers to DIS by April 12th.

Thomas Bynum, ESD, stated that survey questions were sent out to CAB members. This is to perform analysis to keep the CAB sharing ideas and progressing forward. It helps the CAB identify issues it should be addressing and decide which direction the CAB should be moving in the future.

Ellen Langley announced that DIS will be participating in the Internal Service Agencies Rate Day. It will take place in the GA auditorium from 8:30am until 5:00pm on March 29, 2002. If you cannot attend, all the presentation handouts will be posted on the OFM Budget web site at <http://www.ofm.wa.gov/budget.htm>.

Meeting was adjourned at 3:25pm